

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: Georgia

ELIGIBILITY, CONDITIONS AND REQUIREMENTS

Process for the Investigation of Allegations of Resident Neglect
and Abuse and Misappropriation of Resident Property

The State has in effect the following process for the receipt and timely review and investigation of allegations of neglect and abuse and misappropriation of resident property by a nurse aide or a resident in a nursing facility or by another individual used by the facility in providing services to such a resident.

The survey agency has a centralized intake and referral unit to receive all complaints including allegations of abuse, neglect or misappropriations of resident property. The intake unit has a toll-free number which is required to be posted in all nursing facilities.

Each complaint/allegation is reviewed by survey agency staff. Investigations are initiated and conducted based on the seriousness of the allegation, the information available from the facility and the potential for further harm to residents.

Allegations which are confirmed are referred to the appropriate licensing boards, law enforcement or the nurse aide registry after an opportunity for an administrative hearing, as provided in OBRA.

A detailed description of the investigative process is described in Policy and Procedure memorandums kept on file at the Office of Regulatory Services, Department of Human Resources.

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